

**SYSTEM AND METHOD FOR RESOLVING A DISPUTE IN ELECTRONIC
COMMERCE AND MANAGING AN ONLINE DISPUTE RESOLUTION PROCESS**

ABSTRACT

Techniques are described for handling disputes online. The techniques particularly relate to high-volume dispute handling, and integration with an online marketplace or general online selling. The techniques can handle a very high volume of concurrent disputes cost effectively, and provide for the central management of a large and geographically distributed group of dispute resolution specialists that assist with online dispute resolution. The techniques address needs arising through the recent growth of global online marketplaces and online selling.